

## Bruton Patient Group Meeting

27 November 2020 by Zoom

<b>In attendance:</b>	Robin Currie (Chair), Elisabeth Ingles, Virginia Membury, Bryan Pearson, Fran Steele Jane Hobbs (Practice Manager), Louisa McLachlan (Clinical Lead)
<b>Apologies:</b>	Angela Coldman (Vice Chair), Alison Bleasdale,

Item	Notes	Who	When DD/MM
Welcome & apologies	<ul style="list-style-type: none"> <li>RC welcomed members to the second virtual Patient Group meeting.</li> </ul>		
Actions from previous minutes	<ul style="list-style-type: none"> <li>Minutes were approved</li> <li>There were no Matters Arising not on the agenda.</li> </ul>		
Chairman's report	<ul style="list-style-type: none"> <li>RC reported on an SHS PPG Chairs meeting on Monday 23 November which included:               <ul style="list-style-type: none"> <li>A preview of the new websites, which were very impressive</li> <li>Concerns expressed that patients not using AMGP were disadvantaged. JH advised that if patients preferred to call the surgery rather than use the online service, their call was added to AMGP by the Receptionist and so all requests regardless of how received were dealt with in the same way.</li> </ul> </li> <li>VM said she heard some people could not get through by phone when calling               <ul style="list-style-type: none"> <li>JH asked VM to gain permission and send the patients details to her to make contact.</li> <li>LM explained that AMGP should not be used as a messaging service and requests are prioritised according to medical need. The practice will try to contact patients but if no answer, a message can be sent instead but this requires patients to activate AMGP to</li> </ul> </li> </ul>	VM	Dec 20

	<p>enable email replies.</p> <ul style="list-style-type: none"> <li>• RC volunteered to represent PPGs with the PCNs.</li> <li>• Concerns about prescriptions being issued at practices when not requested. JH explained this was likely to be through batch dispensing, but from experience this can cause more problems especially if medications change.</li> <li>• Discussions are taking place between Yeovil Hospital and Somerset Foundation Trust with a view to their future arrangements.</li> </ul>		
<p>Demand and Activity Review</p>	<ul style="list-style-type: none"> <li>• JH gave a presentation on the activity by the practice during the past year; a copy of the slides is circulated with the minutes. In particular it was noted that:             <ul style="list-style-type: none"> <li>○ Incoming requests for GP/Clinical team support averaged 350 requests per week. Activity had reduced during the initial lockdown period, but had returned to pre-lockdown levels</li> <li>○ The busiest days were Monday and Tuesday, with the busiest times being the morning. The practice aims to respond to all requests within 2 days, and over 80% of requests are dealt with on the same day.</li> <li>○ Face to face appointments are offered if it is necessary for the clinical decision. The majority of needs can be dealt with by telephone or video consultation; this is in line with the national and professional guidance for COVID-19.</li> <li>○ Friends and Family Test and AMGP feedback is mostly positive, with 85% rating the practice Very Good (72%) or Good (15%) since April 2020</li> <li>○ Telephone calls averaged 150 calls each day, again with the majority of calls being received in the morning. Patients are encouraged to use AskmyGP online to submit requests, or call later in the day for routine requests or results.</li> <li>○ While most calls were 1-3 minutes, the average call duration was 5 minutes. Therefore if patients felt they were waiting longer than expected it was likely that the Receptionist was dealing with another patient.</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>○ In addition to patient consultations, many other activities were undertaken by the practice to support patient care including in October:             <ul style="list-style-type: none"> <li>▪ nearly 800 prescriptions were signed, providing nearly 1,900 medications each month.</li> <li>▪ 175 referrals made</li> <li>▪ Over 1,700 test results reviewed</li> <li>▪ 850 documents coded and reviewed</li> </ul> </li> <li>○ Other work undertaken but not reflected in the patient activity data included:             <ul style="list-style-type: none"> <li>▪ Appointments for other clinicians such as Practice Nurses &amp; HCAs, Healthcoaches, MSK Physio, womens health clinics, pharmacists</li> <li>▪ COVID: reading and interpreting information, red site planning, PPE ordering, weekly support calls with SHS</li> <li>▪ Service development: contracts, Green Impact, early cancer diagnosis, QOF</li> <li>▪ Meetings: Gold Standard Framework for palliative patients, safeguarding for adults and children, staff, clinical, Primary Care Network, PPG, patient ‘huddles’ twice weekly</li> <li>▪ Information: bulletins, emails, webinars, training</li> <li>▪ Practice maintenance: staff &amp; HR issues, finance, premises, safety alerts, prescribing updates, websites, newsletters, complaints</li> <li>▪ Morale: building and maintaining the team and keeping everyone going despite constant change and concern for COVID affecting patients and staff.</li> </ul> </li> <li>• LM noted that when patients do come in, they ask if the clinician they are seeing is the only one in – this is not the case as the practice is staffed with all clinical and admin roles required for the practice.</li> <li>• RC asked if the JH and LM felt supported by SHS – both confirmed yes through weekly team calls with all SHS practices as well as shared learning, and a listening/supportive/responsive Central Team.</li> </ul>		
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	<ul style="list-style-type: none"> <li>RC and the PPG expressed their thanks to all members of the practice team for working so hard throughout the year to continue to provide services and maintain the safety of the practice.</li> </ul>		
New Website	<ul style="list-style-type: none"> <li>A draft version of the website was now available and a link had been circulated to the PPG. The practice was waiting for confirmation of switchover from the old site, which was imminent.</li> <li>As part of the new website it was proposed to include information about the Patient Group:             <ul style="list-style-type: none"> <li>Terms of Reference: a draft Terms of Reference were circulated. BP queried why raising money was included; it was noted that some PPGs choose to do this but it was agreed to amend the Terms of Reference to remove such references. Approved subject to this change.</li> </ul> </li> <li>PPG Website Pages: a bio of Robin as Chair would be included, but not for other members.</li> </ul>	JH JH/RC	Dec 20 Dec 20
COVID-19 Update	<ul style="list-style-type: none"> <li>JH and LM explained that the situation kept changing and that at present, no vaccine for COVID had yet been approved. An update will be given when details are confirmed.</li> </ul>		
Flu Vaccinations – update	<ul style="list-style-type: none"> <li>Flu vaccinations are progressing well, with invitations sent to all patients who were entitled. A clinic for 50-64 year old patients not at risk was scheduled for 12 December; volunteers invited to support the patient flow.</li> </ul>	All	Dec 20
Patient Group Membership and Recruitment	<ul style="list-style-type: none"> <li>An action plan for increasing membership had been devised. Actions would focus on:             <ul style="list-style-type: none"> <li>Promotion of the purpose of the group through Facebook and the new website, patient newsletters and through the community newspapers such as The Dove (BP had written an article for Dec/Jan edition)</li> <li>Information to be provided with New Patient Registrations</li> <li>Invitation to the three boarding schools to be sent in the new year</li> </ul> </li> </ul>		

	<ul style="list-style-type: none"> <li>○ General invitation particularly if people are raising concerns with PPG members.</li> <li>● JH also proposed a Virtual Patient Reference Group who could be contacted up to twice a year for general feedback rather than attend meetings. Approved.</li> </ul>		
Practice Update	<p>Staffing</p> <ul style="list-style-type: none"> <li>● The team has continued to work throughout the pandemic, adapting to new ways of working and continuing to provide care as needed. There are no staffing changes to report.</li> </ul> <p>Premises</p> <ul style="list-style-type: none"> <li>● Due to current staffing levels and COVID precautions, space within the practice is fully utilised.</li> <li>● The waiting room will be redecorated in the new year, once some final adjustments are made to the new Front Doors.</li> </ul> <p>COVID</p> <ul style="list-style-type: none"> <li>● The practice continues to operate 'COVID safe' to minimise contact between patients. This means face to face appointments are only provided where care cannot be given in an alternative way, such as by telephone consultation; this is in line with Government guidance and means we can provide more care to more people, though some patients would prefer to see their GP when they wish to.</li> </ul>		
SHS Update	<ul style="list-style-type: none"> <li>● SHS has continued to provide tremendous support throughout COVID, with weekly video calls to monitor the situation and give support, risk assessment, guidance and advice, support for staff, building modifications, etc. None of this would have been available to an independent practice and shows the value of being part of a bigger organisation such as SHS.</li> </ul>		
Primary Care Network update	<ul style="list-style-type: none"> <li>● The PCN is working together to review early cancer diagnosis and improvements across the 5 practices for learning disability reviews and cervical smears.</li> <li>● Focus will turn to delivery COVID vaccinations when further information is released to practices.</li> </ul>		

AOB	There was no other business.		
Date of Next Meeting	<p>It was agreed to move to quarterly meetings, with an update between meetings. Proposed dates are as follows:</p> <ul style="list-style-type: none"> <li>• Friday 26 February 2021</li> <li>• Friday 28 May 2021</li> <li>• Friday 3 September 2021</li> <li>• Friday 26 November 2021</li> </ul> <p>All meetings provisionally 11.00am -12.30pm, to be held by Zoom or in person (to be agreed before each meeting).</p>	JH	